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ABSTRACT

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for animal management technician occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. Titles of the 13 units are as follows: general safety precautions; animal care industry; housing; breeding and reproduction; feeding; grooming; handling; aquarium management; health care; marketing and sales; merchandise handling; business management; and employability skills. (YLB)

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OCAP

OHIO'S COMPETENCY ANALYSIS PROFILE

ANIMAL MANAGEMENT TECHNICIAN

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What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University s Center on Education and Training for Employment.

How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic,* and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items will be the basis for questions on the state vocational competency tests (scheduled to begin in school year 1993-94). Advancing items (marked with one asterisk) identify the knowledge, skills, and attitudes needed to advance in a given occupation. Futuring items (marked with two asterisks) identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation three to four years from now.

School districts may add as many units, subunits, competencies, and/or competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their vocational courses of study and monitor competency gains via the new criterion-referenced competency testing program that will be directly tied to the competencies identified on the OCAP lists.

***Academic competencies have not been identified for all OCAPs. At a later date math, communication, and science competencies will be released.**

The **Employability Skills** portion of this list was verified by the following employer panel:

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Ohio Competency Analysis Profile
Animal Management Technician

Unit 1: General Safety Precautions

Competency 1.0.1: Maintain safe work environment

Competency Builders:

1.0.1.1 Read and follow safety information
1.0.1.2 Organize and maintain clean and safe work area
1.0.1.3 Identify hazardous materials
1.0.1.4 Interpret and comply with material safety data sheets (MSDSs)
1.0.1.5 Comply with facility and equipment safety rules
1.0.1.6 Ventilate work area
1.0.1.7 Observe, identify, and report safety hazards
1.0.1.8 Correct safety hazards
1.0.1.9 Maintain safety equipment
1.0.1.10 Complete an accident report
1.0.1.11 Recognize environmental issues pertaining to the industry, health administration, Environmental Protection Agency (EPA), Food and Drug Administration (FDA), United States Department of Agriculture (USDA), and state and federal regulations
1.0.1.12 Monitor and comply with regulation updates
1.0.1.13 Recognize and comply with medical and chemical controlled-product regulations
1.0.1.14 Comply with federal, state, and local laws

Competency 1.0.2: Demonstrate safe work habits

Competency Builders:

1.0.2.1 Read and follow label information
1.0.2.2 Wear protective clothing and equipment
1.0.2.3 Check working condition of personal protective equipment
1.0.2.4 Report and correct defective equipment
1.0.2.5 Use safe lifting and carrying methods
1.0.2.6 Interpret information on signs
1.0.2.7 Observe safety precautions when applying chemicals and administering medications
1.0.2.8 Observe safety precautions when storing chemicals and medications
1.0.2.9 Follow personal cleanup procedures after handling chemicals and medications
1.0.2.10 Dispose of chemicals, chemical containers, and medical wastes according to local, state, and federal guidelines
1.0.2.11 Secure all animal enclosures

* Advancing
** Futuring

Competency 1.0.3: Operate and maintain equipment

Competency Builders:

1.0.3.1 Follow safety rules and manufacturer's instructions
1.0.3.2 Observe and comply with safety zones
1.0.3.3 Operate equipment defensively and responsibly
1.0.3.4 Interpret safety symbols
1.0.3.5 Maintain safety shields on equipment
1.0.3.6 Turn off and unplug power equipment before performing maintenance and/or repair
1.0.3.7 Identify potential equipment safety hazards
1.0.3.8 Follow manufacturer's service recommendations
1.0.3.9 Keep service records

Unit 2: Animal Care Industry

Competency 2.0.1: Analyze animal care industry

Competency Builders:

2.0.1.1 Identify career opportunities
2.0.1.2 Identify physical requirements of job
2.0.1.3 Identify economic importance of industry
2.0.1.4 Identify environmental importance of industry
2.0.1.5 Identify employment opportunities
2.0.1.6 Identify regulatory agencies
2.0.1.7 Identify importance of continuing-education opportunities
2.0.1.8 Participate in continuing education*
2.0.1.9 Identify professional organizations and trade journals
2.0.1.10 Participate in professional organizations and conferences*
2.0.1.11 Identify state licensing requirements
2.0.1.12 Identify animal welfare concerns

Competency 2.0.2: Classify animals

Competency Builders:

2.0.2.1 Identify amphibian characteristics
2.0.2.2 Identify Aves characteristics
2.0.2.3 Identify mammalian characteristics
2.0.2.4 Identify reptilian characteristics
2.0.2.5 Identify characteristics of bony and cartilaginous fish
2.0.2.6 Identify invertebrate characteristics

Competency 2.0.3: Identify common animal types

Competency Builders:

2.0.3.1 Identify amphibian species
2.0.3.2 Identify reptile species
2.0.3.3 Categorize dogs by groups
2.0.3.4 Identify dog breeds
2.0.3.5 Identify cat breeds
2.0.3.6 Identify rabbit breeds
2.0.3.7 Identify guinea pig breeds
2.0.3.8 Identify rodent strains or types
2.0.3.9 Identify bird varieties
2.0.3.10 Identify fish varieties
2.0.3.11 Identify invertebrate varieties
2.0.3.12 Identify exotic animal groups (e.g., hoofstock, nonhuman primates)
2.0.3.13 Identify domestic animal groups (e.g., cattle, sheep, swine, poultry, horses)

Competency 2.0.4: Demonstrate knowledge of anatomical and physiological systems

Competency Builders:

2.0.4.1 Identify circulatory system components
2.0.4.2 Identify digestive system components
2.0.4.3 Identify integumentary system components
2.0.4.4 Identify reproductive system components
2.0.4.5 Identify urinary system components
2.0.4.6 Identify respiratory system components
2.0.4.7 Identify skeletal system components
2.0.4.8 Identify nervous system components
2.0.4.9 Identify endocrine system components
2.0.4.10 Identify external body characteristics

Unit 3: Housing

Competency 3.0.1: Plan animal housing requirements

Competency Builders:

3.0.1.1 Determine required floor space
3.0.1.2 Determine required living space
3.0.1.3 Select type of housing
3.0.1.4 Select feeder
3.0.1.5 Select drinker
3.0.1.6 Select bedding
3.0.1.7 Create suitable habitat
3.0.1.8 Determine climate-control requirements (e.g., ventilation, temperature, humidity, lighting)
3.0.1.9 Recognize regulations concerning environmental and psychological needs
3.0.1.10 Identify and provide for environmental and psychological needs

* Advancing
** Futuring

Competency 3.0.2: Maintain facilities

Competency Builders:

3.0.2.1 Select and use sanitizers
3.0.2.2 Change and/or clean bedding
3.0.2.3 Clean pens and cages
3.0.2.4 Clean runs
3.0.2.5 Clean perches
3.0.2.6 Clean work areas
3.0.2.7 Clean feeders
3.0.2.8 Clean drinkers
3.0.2.9 Maintain automatic drinkers
3.0.2.10 Clean water bath (i.e., bird bath)
3.0.2.11 Regulate climate controls
3.0.2.12 Dispose of animal waste immediately
3.0.2.13 Dispose of dead animals immediately

Unit 4: Breeding and Reproduction

Competency 4.0.1: Select animals

Competency Builders:

4.0.1.1 Evaluate raising versus buying replacements
4.0.1.2 Identify purchase sources
4.0.1.3 Select breeds and varieties
4.0.1.4 Determine age
4.0.1.5 Determine sex
4.0.1.6 Determine soundness
4.0.1.7 Analyze records and pedigrees
4.0.1.8 Evaluate conformation
4.0.1.9 Select for heritable traits
4.0.1.10 Evaluate purchase price

Competency 4.0.2: Plan breeding program

Competency Builders:

4.0.2.1 Evaluate female fertility and soundness
4.0.2.2 Evaluate male fertility and soundness
4.0.2.3 Determine heat cycle
4.0.2.4 Schedule breeding intervals
4.0.2.5 Determine age and weight for breeding
4.0.2.6 Determine male-to-female ratio
4.0.2.7 Identify basic principles of genetics

Competency 4.0.3: Breed animals

Competency Builders:

4.0.3.1 Follow general safety precautions
4.0.3.2 Set up breeding environment
4.0.3.3 Clip animals for breeding
4.0.3.4 Identify principles and procedures of hand mating
4.0.3.5 Identify principles and procedures of colony mating
4.0.3.6 Identify principles and procedures of paired mating
4.0.3.7 Identify artificial insemination procedures
4.0.3.8 Determine parturition dates
4.0.3.9 Identify general aspects of gestation
4.0.3.10 Identify animals unable to conceive
4.0.3.11 Arrange medical intervention for slow-to-conceive animals*
4.0.3.12 Schedule pregnancy checks
4.0.3.13 Regulate heat cycles with hormone manipulation*
4.0.3.14 Palpate animals
4.0.3.15 Maintain breeding records
4.0.3.16 Identify aspects of false pregnancy

Competency 4.0.4: Care for females

Competency Builders:

4.0.4.1 Follow general safety precautions
4.0.4.2 Perform pregnancy test
4.0.4.3 Identify signs of approaching parturition
4.0.4.4 Prepare facilities for parturition
4.0.4.5 Prepare female for parturition
4.0.4.6 Recognize delivery problems
4.0.4.7 Assist in delivery
4.0.4.8 Check mother for expelled placenta
4.0.4.9 Check for milk flow
4.0.4.10 Determine nutritional needs of pregnant and lactating females
4.0.4.11 Recognize postpartum complications

Competency 4.0.5: Care for newborns

Competency Builders:

4.0.5.1 Check condition of newborn animals
4.0.5.2 Clip and treat navel cord
4.0.5.3 Assist newborn in nursing
4.0.5.4 Record animal identification
4.0.5.5 Identify preventive health measures
4.0.5.6 Determine alternative procedures for orphans
4.0.5.7 Revive chilled newborn
4.0.5.8 Administer artificial respiration
4.0.5.9 Complete a pedigree
4.0.5.10 Identify culling practices
4.0.5.11 Maintain birth records
4.0.5.12 Maintain growth records

* Advancing
** Futuring

Competency 4.0.6: Incubate eggs

Competency Builders:

4.0.6.1 Select eggs
4.0.6.2 Date eggs
4.0.6.3 Clean incubator
4.0.6.4 Check and turn eggs
4.0.6.5 Adjust climate control
4.0.6.6 Maintain incubation records

Competency 4.0.7: Breed fish

Competency Builders:

4.0.7.1 Set up breeding aquarium
4.0.7.2 Maintain breeding environment
4.0.7.3 Identify breeding strategy for egg-layers and live-bearers
4.0.7.4 Identify rearing strategy for egg-layers and live-bearers

Unit 5: Feeding

Competency 5.0.1: Select feeds

Competency Builders:

5.0.1.1 Identify types of prepared feed products
5.0.1.2 Identify feed components
5.0.1.3 Identify factors affecting appetite
5.0.1.4 Determine nutritional requirements
5.0.1.5 Determine amount of feed required
5.0.1.6 Determine how often to feed
5.0.1.7 Determine time to feed
5.0.1.8 Determine type of feed to use
5.0.1.9 Interpret feed label information
5.0.1.10 Interpret nutritional feed charts

Competency 5.0.2: Feed and water animals

Competency Builders:

5.0.2.1 Prepare feed
5.0.2.2 Hand-feed
5.0.2.3 Provide appropriate types and amounts of grit to birds
5.0.2.4 Fill water containers
5.0.2.5 Prepare maintenance diet
5.0.2.6 Prepare speciality diets
5.0.2.7 Prepare growing diet
5.0.2.8 Prepare feed for orphans
5.0.2.9 Wean animals
5.0.2.10 Identify and dispose of spoiled feed
5.0.2.11 Add medications to feed and water
5.0.2.12 Store feed appropriately
5.0.2.13 Maintain feeding records

* Advancing
** Futuring

Unit 6: Grooming

Competency 6.0.1: Prepare for grooming

Competency Builders:

6.0.1.1 Pull and update client records
6.0.1.2 Recognize coat types and conditioners
6.0.1.3 Select appropriate tools, equipment, materials, and supplies
6.0.1.4 Determine appropriate restraint procedures and techniques

Competency 6.0.2: Conduct maintenance grooming

Competency Builders:

6.0.2.1 Clip nails
6.0.2.2 Grind nails
6.0.2.3 File nails
6.0.2.4 Remove hair from ears where applicable
6.0.2.5 Clean ears
6.0.2.6 Explain proper dental care
6.0.2.7 Trim foot pads
6.0.2.8 Clip wings
6.0.2.9 Explain proper beak care
6.0.2.10 Perform routine health check
6.0.2.11 Determine proper brushing and combing techniques
6.0.2.12 Brush animal
6.0.2.13 Comb animal
6.0.2.14 Remove excess hair where applicable
6.0.2.15 Remove mats

Competency 6.0.3: Bathe animal

Competency Builders:

6.0.3.1 Select and prepare bath products
6.0.3.2 Apply proper restraint
6.0.3.3 Wet animal
6.0.3.4 Drain anal sac
6.0.3.5 Shampoo animal
6.0.3.6 Rinse animal
6.0.3.7 Remove excess water
6.0.3.8 Apply creme rinse, conditioner, flea dip, and/or hot oil treatment
6.0.3.9 Rebrush and recomb animal
6.0.3.10 Demonstrate proper drying techniques (e.g., towel, cage, fluff, high-velocity)

* Advancing
** Futuring

Competency 6.0.4: Clip and scissor dogs

Competency Builders:

6.0.4.1 Demonstrate proper clipping and scissoring techniques
6.0.4.2 Recognize breed standards
6.0.4.3 Demonstrate lamb and kennel trim on poodles
6.0.4.4 Demonstrate American cocker trims
6.0.4.5 Demonstrate long- and short-legged terrier trims
6.0.4.6 Demonstrate mixed-breed trim styles
6.0.4.7 Identify specialty tools and techniques (e.g., thinning shears, stripping knifes, rolling)
6.0.4.8 Perform layer trim*
6.0.4.9 Demonstrate topknot and mustache styles

Competency 6.0.5: Groom cats

Competency Builders:

6.0.5.1 Apply proper restraints
6.0.5.2 Demonstrate grooming long-haired cats
6.0.5.3 Demonstrate grooming shorthaired cats

Competency 6.0.6: Finish grooming

Competency Builders:

6.0.6.1 Demonstrate knowledge of finishing products (e.g., colognes, conditioners)
6.0.6.2 Demonstrate knowledge of finishing techniques (e.g., wrap topknot, make and place bow)
6.0.6.3 Clean and disinfect tools and equipment

Unit 7: Handling

Competency 7.0.1: Identify animals

Competency Builders:

7.0.1.1 Leg-band birds
7.0.1.2 Tattoo animals
7.0.1.3 Ear-punch rodents
7.0.1.4 Toe-clip rodents
7.0.1.5 Install ear tags or clips
7.0.1.6 Record identification
7.0.1.7 Insert identification computer chip*

* Advancing
** Futuring

Competency 7.0.2: Handle animals

Competency Builders:

7.0.2.1 Identify behavior patterns and characteristics
7.0.2.2 Catch amphibians
7.0.2.3 Catch primates
7.0.2.4 Catch reptiles
7.0.2.5 Handle dogs
7.0.2.6 Catch rodents
7.0.2.7 Handle cats
7.0.2.8 Net fish
7.0.2.9 Catch birds
7.0.2.10 Finger-tame birds
7.0.2.11 Hand-tame birds
7.0.2.12 Teach birds to talk/whistle
7.0.2.13 Exercise animals
7.0.2.14 Play with animals
7.0.2.15 Weigh animals
7.0.2.16 Separate noncompatible animals
7.0.2.17 Transfer animals between cages

Competency 7.0.3: Obedience-train dogs

Competency Builders:

7.0.3.1 Interpret behavior
7.0.3.2 Fit a training collar
7.0.3.3 Select a leash
7.0.3.4 Give a collar correction
7.0.3.5 Give reward/praise
7.0.3.6 Teach to pay attention
7.0.3.7 Teach to heel
7.0.3.8 Teach to sit
7.0.3.9 Teach to stand
7.0.3.10 Teach to down
7.0.3.11 Teach to stay
7.0.3.12 Teach to come
7.0.3.13 Teach to finish
7.0.3.14 Perform a sub-novice pattern
7.0.3.15 Interpret American Kennel Club (AKC) obedience regulations

Competency 7.0.4: Restrain animals

Competency Builders:

7.0.4.1 Interpret animal's behavior
7.0.4.2 Recognize and correct behavior problems (e.g., jumping, barking, chewing, house-training difficulties)
7.0.4.3 Approach animal
7.0.4.4 Use snare
7.0.4.5 Form temporary muzzle
7.0.4.6 Apply muzzle
7.0.4.7 Open mouth

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* Advancing
** Futuring

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7.0.4.8 Restrain head
7.0.4.9 Tie to table
7.0.4.10 Net animals
7.0.4.11 Use squeeze cage
7.0.4.12 Use snake hood and hook
7.0.4.13 Operate restraining mechanisms
7.0.4.14 Tape legs
7.0.4.15 Use rabbit restrainer
7.0.4.16 Use rodent restrainer

Competency 7.0.5: Confine animal

Competency Builders:

7.0.5.1 Use animal carrier
7.0.5.2 Use metabolism cage
7.0.5.3 Use shoebox cage
7.0.5.4 Use squeeze cage
7.0.5.5 Use net
7.0.5.6 Use cat bag

Unit 8: Aquarium Management

Competency 8.0.1: Select and operate equipment

Competency Builders:

8.0.1.1 Follow general safety procedures
8.0.1.2 Sanitize aquarium and equipment
8.0.1.3 Select filter type
8.0.1.4 Assemble undergravel filter
8.0.1.5 Assemble trickle filter
8.0.1.6 Assemble power filter
8.0.1.7 Assemble sponge filter
8.0.1.8 Assemble box filter
8.0.1.9 Assemble diatom/canister filter
8.0.1.10 Select substrate
8.0.1.11 Rinse substrate
8.0.1.12 Select and install heater
8.0.1.13 Select and install lighting
8.0.1.14 Select and install aquarium cover

Competency 8.0.2: Identify fish and plants

Competency Builders:

8.0.2.1 Identify and set live-bearers
8.0.2.2 Identify tetras
8.0.2.3 Identify barbs
8.0.2.4 Identify cichlids (i.e., gourami, angle, South American, African)
8.0.2.5 Identify common aquarium plants
8.0.2.6 Identify bottom-feeders

Competency 8.0.3: Create aquarium habitat

Competency Builders:

8.0.3.1 Select and assemble background
8.0.3.2 Select and assemble accessories
8.0.3.3 Determine water quality appropriate for fish

Competency 8.0.4: Manage aquarium

Competency Builders:

8.0.4.1 Add water
8.0.4.2 Adjust temperature
8.0.4.3 Perform pH test
8.0.4.4 Adjust aquarium pH
8.0.4.5 Perform partial water change
8.0.4.6 Start siphon
8.0.4.7 Operate gravel vacuum
8.0.4.8 Remove chlorine
8.0.4.9 Add medications
8.0.4.10 Inspect tank
8.0.4.11 Inspect equipment
8.0.4.12 Mix salt for marine tank
8.0.4.13 Maintain water quality records
8.0.4.14 Maintain health and medication records
8.0.4.15 Use hydrometer
8.0.4.16 Identify biological cycle of aquarium
8.0.4.17 Perform ammonia test
8.0.4.18 Perform nitrite test
8.0.4.19 Perform nitrate test
8.0.4.20 Acclimate fish received

Unit 9: Health Care

Competency 9.0.1: Examine animals

Competency Builders:

9.0.1.1 Observe and record animal behavior and physiological status
9.0.1.2 Prepare examination room
9.0.1.3 Disinfect examining room equipment
9.0.1.4 Identify characteristics of common external parasites
9.0.1.5 Identify characteristics of common skin problems
9.0.1.6 Identify characteristics of common diseases
9.0.1.7 Explain symptoms of internal parasites
9.0.1.8 Explain symptoms of nutritional deficiency
9.0.1.9 Use and maintain scales and balances
9.0.1.10 Place and restrain animals on examining table
9.0.1.11 Measure respiration rate
9.0.1.12 Take temperature
9.0.1.13 Take pulse

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* Advancing
** Futuring

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9.0.1.14 Collect stool sample
9.0.1.15 Collect urine sample using free-catch method
9.0.1.16 Identify collection sites and procedures for collecting blood samples
9.0.1.17 Identify semen collection procedures
9.0.1.18 Identify procedures for preparing laboratory samples
9.0.1.19 Complete examination records

Competency 9.0.2: Treat injuries

Competency Builders:

9.0.2.1 Observe behavioral and physiological signs of animals
9.0.2.2 Approach and restrain animals
9.0.2.3 Select supplies for treatment
9.0.2.4 Cleanse wounds
9.0.2.5 Apply medication
9.0.2.6 Apply dressing
9.0.2.7 Change dressing
9.0.2.8 Identify treated animal
9.0.2.9 Complete treatment records
9.0.2.10 Determine housing requirements for treated animal

Competency 9.0.3: Perform emergency treatment

Competency Builders:

9.0.3.1 Observe behavioral and physiological signs of animals
9.0.3.2 Approach and restrain animal
9.0.3.3 Identify basic first-aid procedures
9.0.3.4 Transport emergency victim
9.0.3.5 Administer artificial respiration
9.0.3.6 Identify procedures for administering emergency oxygen
9.0.3.7 Identify signs of internal hemorrhaging
9.0.3.8 Identify signs of shock
9.0.3.9 Maintain body temperature
9.0.3.10 Stop external bleeding
9.0.3.11 Prepare supplies for transfusion

Competency 9.0.4: Perform laboratory tests

Competency Builders:

9.0.4.1 Analyze fecal samples for internal parasite eggs using direct smear method
9.0.4.2 Analyze fecal samples for internal parasite eggs using standard flotation method
9.0.4.3 Analyze fecal samples for internal parasite eggs using centrifuge flotation method
9.0.4.4 Preserve fecal samples
9.0.4.5 Analyze urine sample using dipstick method
9.0.4.6 Identify procedures of blood chemistry test
9.0.4.7 Explain manual method of performing white blood cell count
9.0.4.8 Explain kit method of performing white blood cell count

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9.0.4.9 Explain manual method of performing red blood cell count
9.0.4.10 Explain kit method of performing red blood cell count
9.0.4.11 Identify hemoglobin test procedures
9.0.4.12 Identify differential blood count procedures
9.0.4.13 Identify procedures for testing blood for coagulability using Lee and White method
9.0.4.14 Identify procedures for testing blood for coagulability using one-stage prothrombin method
9.0.4.15 Identify procedures for testing blood for coagulability using prothrombin consumption method
9.0.4.16 Identify procedures for testing blood for coagulability using partial thromboplastin time method
9.0.4.17 Identify procedures for testing blood for coagulability using direct platelet count method
9.0.4.18 Identify procedures for testing blood for coagulability using indirect platelet count method
9.0.4.19 Identify procedures for testing blood for heartworms using microhematocrit method
9.0.4.20 Identify procedures for testing blood for heartworms using modified knotts method
9.0.4.21 Identify procedures for testing blood for heartworms using differentiation method
9.0.4.22 Perform blood smear
9.0.4.23 Stain blood smear
9.0.4.24 Identify procedures for obtaining skin scrapings
9.0.4.25 Identify vaginal smear procedures
9.0.4.26 Identify Gram stain procedures
9.0.4.27 Prepare bacterial cultures
9.0.4.28 Examine bacterial cultures
9.0.4.29 Label containers
9.0.4.30 Dispose of empty containers properly
9.0.4.31 Titrate reactions*
9.0.4.32 Prepare microscope slides
9.0.4.33 Pipette liquids
9.0.4.34 Prepare lab reports

Competency 9.0.5: Dispense medicine and supplies

Competency Builders:

9.0.5.1 Interpret medication terminology and symbols
9.0.5.2 Interpret product labels
9.0.5.3 Measure exact prescription amount
9.0.5.4 Transfer products to proper containers
9.0.5.5 Label drug containers
9.0.5.6 Maintain orderly storage shelves
9.0.5.7 Store products in appropriate area
9.0.5.8 Dispose of empty containers and drug-administration devices properly

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Competency 9.0.6: Administer medication

Competency Builders:

9.0.6.1 Sterilize equipment
9.0.6.2 Identify medication
9.0.6.3 Locate injection point on animal
9.0.6.4 Select and fill administration device
9.0.6.5 Give intramuscular injection
9.0.6.6 Identify intravenous injection procedures
9.0.6.7 Give subcutaneous injection
9.0.6.8 Give oral medications
9.0.6.9 Give rectal medications
9.0.6.10 Apply topical medications
9.0.6.11 Apply aural and ophthalmic medications
9.0.6.12 Identify dipping procedures
9.0.6.13 Maintain treatment records

Competency 9.0.7: Assist with X ray of animal

Competency Builders:

9.0.7.1 Follow safety precautions
9.0.7.2 Measure part of animal to be examined
9.0.7.3 Position animal*
9.0.7.4 Adjust cassette holder
9.0.7.5 Adjust settings
9.0.7.6 Use proper film
9.0.7.7 Remove film from cassette
9.0.7.8 Take X ray*

Competency 9.0.8: Process X-ray film

Competency Builders:

9.0.8.1 Follow safety precautions
9.0.8.2 Identify procedures for cleaning processing tank
9.0.8.3 Identify procedures for developing film
9.0.8.4 Identify procedures for fixing film
9.0.8.5 Identify developing chemicals
9.0.8.6 Maintain solution temperature
9.0.8.7 Mix and replace developing solution
9.0.8.8 Trim processed X rays
9.0.8.9 Store X rays
9.0.8.10 Identify film development problems

Competency 9.0.9: Prepare facilities and equipment for surgery

Competency Builders:

9.0.9.1 Identify sterilizing techniques for facilities and equipment
9.0.9.2 Identify surgical equipment
9.0.9.3 Clean surgical equipment
9.0.9.4 Sterilize surgical equipment using autoclave
9.0.9.5 Sterilize surgical equipment using boiling water
9.0.9.6 Sterilize surgical equipment using chemicals
9.0.9.7 Lay out surgical equipment
9.0.9.8 Scrub for surgery
9.0.9.9 Prepare surgical packs*
9.0.9.10 Prepare sterile bundles
9.0.9.11 Prepare germicide basins
9.0.9.12 Prepare sterile surgical clothing
9.0.9.13 Prepare postoperative medications*
9.0.9.14 Store surgical equipment*
9.0.9.15 Clean and disinfect surgical facility

Competency 9.0.10: Prepare animal for surgery

Competency Builders:

9.0.10.1 Explain anesthesia methods to owner
9.0.10.2 Remove hair from surgical site
9.0.10.3 Drape and position animal
9.0.10.4 Scrub surgical site
9.0.10.5 Prepare supplies for blood transfusion and/or IV

Competency 9.0.11: Examine euthanasia

Competency Builders:

9.0.11.1 Identify when euthanasia should be used
9.0.11.2 Identify methods for specific species
9.0.11.3 Identify animal rights issues

Unit 10: Marketing and Sales

Competency 10.0.1: Provide technical assistance

Competency Builders:

10.0.1.1 Provide customer with informative materials
10.0.1.2 Read and understand product labels
10.0.1.3 Direct customer to read and follow product labels
10.0.1.4 Provide care and safety instructions
10.0.1.5 Demonstrate product use
10.0.1.6 Explain extent of product guarantee
10.0.1.7 Explain extent of live animal guarantee
10.0.1.8 Determine when product is to be delivered
10.0.1.9 Address customer complaints and questions

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Competency 10.0.2: Conduct sale

Competency Builders:

10.0.2.1 Greet customers
10.0.2.2 Use questioning skills
10.0.2.3 Interpret customer needs
10.0.2.4 Recommend products
10.0.2.5 Recommend support products
10.0.2.6 Use salesperson techniques
10.0.2.7 Use telephone sales techniques
10.0.2.8 Process tax-exempt sales transaction
10.0.2.9 Estimate quantity of needed products
10.0.2.10 Estimate total cost of needed products
10.0.2.11 Process charge card sales transaction
10.0.2.12 Calculate customer discount
10.0.2.13 Close sale
10.0.2.14 Complete sales tickets
10.0.2.15 Complete sales slip
10.0.2.16 Compute sales tax
10.0.2.17 Operate cash register
10.0.2.18 Count change
10.0.2.19 Verify information on check
10.0.2.20 Process customer refund
10.0.2.21 Thank customer
10.0.2.22 Maintain customer records

Competency 10.0.3: Maintain company image

Competency Builders:

10.0.3.1 Identify importance of image
10.0.3.2 Identify factors affecting image
10.0.3.3 Use telephone etiquette
10.0.3.4 Project professional image (e.g., through dress, speech, grammar, attitude, personal hygiene)

Competency 10.0.4: Price merchandise

Competency Builders:

10.0.4.1 Estimate fixed and variable expenses
10.0.4.2 Identify factors affecting prices
10.0.4.3 Calculate break-even point
10.0.4.4 Compare pricing strategies
10.0.4.5 Calculate markup or markdown
10.0.4.6 Identify psychological effects of pricing
10.0.4.7 Attach price tags
10.0.4.8 Prepare merchandise for inventory or display

Competency 10.0.5: Market products and services

Competency Builders:

10.0.5.1 Locate market information sources
10.0.5.2 Identify target markets
10.0.5.3 Identify potential buyers
10.0.5.4 Identify distribution channels
10.0.5.5 Analyze competition
10.0.5.6 Develop marketing goals
10.0.5.7 Determine when to market

Competency 10.0.6: Advertise products and services

Competency Builders:

10.0.6.1 Identify products and services to be presented
10.0.6.2 Identify opportunities for publicity
10.0.6.3 Compare types and costs of advertising media
10.0.6.4 Plan presentation
10.0.6.5 Write copy
10.0.6.6 Select photographs for advertisements
10.0.6.7 Select artwork or graphics for advertisements
10.0.6.8 Prepare product demonstrations
10.0.6.9 Prepare product displays
10.0.6.10 Prepare bulletin boards
10.0.6.11 Prepare window displays
10.0.6.12 Prepare counter displays
10.0.6.13 Prepare promotional flyers
10.0.6.14 Arrange retail area according to season

Unit 11: Merchandise Handling

Competency 11.0.1: Receive merchandise

Competency Builders:

11.0.1.1 Unload merchandise
11.0.1.2 Check for shipping discrepancies
11.0.1.3 Inspect merchandise for damage
11.0.1.4 Unpack materials
11.0.1.5 Group products for display or storage
11.0.1.6 Place merchandise in appropriate location

Competency 11.0.2: Prepare and load merchandise and animals

Competency Builders:

11.0.2.1 Review federal, state, and local regulations
11.0.2.2 Obtain required permits
11.0.2.3 Assemble shipping containers
11.0.2.4 Capture animals
11.0.2.5 Prepare shipping labels and care instructions
11.0.2.6 Prepare invoice
11.0.2.7 Complete freight billing forms
11.0.2.8 Load items
11.0.2.9 Maintain healthy environment
11.0.2.10 Secure load
11.0.2.11 Identify factors to consider when selecting shipping company

Competency 11.0.3: Deliver merchandise

Competency Builders:

11.0.3.1 Arrange merchandise delivery
11.0.3.2 Determine delivery route
11.0.3.3 Unload merchandise

Unit 12: Business Management

Competency 12.0.1: Use and maintain price lists and catalogs

Competency Builders:

12.0.1.1 Compare prices of similar products
12.0.1.2 Determine availability of catalog material
12.0.1.3 Keep product catalogs current

Competency 12.0.2: Perform general office duties

Competency Builders:

12.0.2.1 Use telephone
12.0.2.2 Process mail
12.0.2.3 Duplicate materials
12.0.2.4 File materials
12.0.2.5 Prepare correspondence
12.0.2.6 Prepare reports
12.0.2.7 Process business documents
12.0.2.8 Schedule appointments and meetings
12.0.2.9 Plan work schedules*
12.0.2.10 Identify procedures for opening and closing business
12.0.2.11 Operate calculator
12.0.2.12 Use two-way radio
12.0.2.13 Repair minor malfunctions of office equipment
12.0.2.14 Operate computer
12.0.2.15 Use fax machine

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12.0.2.16 Balance cash drawer
12.0.2.17 Record receipts
12.0.2.18 Handle account payments
12.0.2.19 Maintain client records
12.0.2.20 Use electronic communication systems
12.0.2.21 Complete forms when admitting and dismissing animals

Competency 12.0.3: Conduct general banking procedures

Competency Builders:

12.0.3.1 Prepare funds for bank deposit
12.0.3.2 Make bank deposit
12.0.3.3 Write check
12.0.3.4 Endorse check
12.0.3.5 Balance bank statement

Competency 12.0.4: Keep customer accounts

Competency Builders:

12.0.4.1 Set up customer file
12.0.4.2 Verify customer address
12.0.4.3 Post receipts
12.0.4.4 Balance customer accounts
12.0.4.5 Prepare statements
12.0.4.6 Prepare invoices
12.0.4.7 Check customer credit

Competency 12.0.5: Manage business finance

Competency Builders:

12.0.5.1 Prepare budget
12.0.5.2 Determine insurance needs
12.0.5.3 Identify sources of business capital
12.0.5.4 Interpret financial statements
12.0.5.5 Record accounts payable
12.0.5.6 Prepare cash-flow statements
12.0.5.7 Calculate storage costs

Competency 12.0.6: Control inventory

Competency Builders:

12.0.6.1 Organize storage area
12.0.6.2 Conduct physical inventory
12.0.6.3 Identify high- and low-activity items
12.0.6.4 Maintain inventory records
12.0.6.5 Identify turnover-rate factors
12.0.6.6 Identify minimum and maximum inventory levels

Competency 12.0.7: Order merchandise and animals

Competency Builders:

12.0.7.1 Assess seasonality and availability
12.0.7.2 Determine what to order
12.0.7.3 Determine quantity to order
12.0.7.4 Determine when to order
12.0.7.5 Use price lists and catalogs
12.0.7.6 Prepare orders
12.0.7.7 Prepare purchase order
12.0.7.8 Make maximum use of vendor discounts
12.0.7.9 Calculate shipping charges

Competency 12.0.8: Store merchandise

Competency Builders:

12.0.8.1 Follow general safety precautions
12.0.8.2 Stock shelves
12.0.8.3 Face and front merchandise
12.0.8.4 Clean shelves and merchandise
12.0.8.5 Rotate stock
12.0.8.6 Update prices and Universal Product Codes (UPCs)
12.0.8.7 Maintain quality-control records
12.0.8.8 Use approved pest-control procedures

Unit 13: Employability Skills

Subunit 13.1: Career Development

Competency 13.1.1: Investigate career options

Competency Builders:

13.1.1.1 Determine interests and aptitudes
13.1.1.2 Identify career options
13.1.1.3 Research occupations matching interests and aptitudes
13.1.1.4 Select career(s) that best match(es) interests and aptitudes
13.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
13.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
13.1.1.7 Develop a career plan

Competency 13.1.2: Analyze potential barriers to employment

Competency Builders:

13.1.2.1 Identify common barriers to employment
13.1.2.2 Describe strategies to overcome employment barriers

Unit 13: Employability Skills
Subunit 13.2: Decision Making and Problem Solving

Competency 13.2.1: Apply decision-making techniques in the workplace

Competency Builders:

13.2.1.1 Identify the decision to be made
13.2.1.2 Compare alternatives
13.2.1.3 Determine consequences of each alternative
13.2.1.4 Make decisions based on values and goals
13.2.1.5 Evaluate the decision made

Competency 13.2.2: Apply problem-solving techniques in the workplace

Competency Builders:

13.2.2.1 Diagnose the problem and its causes
13.2.2.2 Identify alternatives and their consequences in relation to the problem
13.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
13.2.2.4 Utilize resources to explore possible solutions to the problem
13.2.2.5 Compare and contrast the advantages and disadvantages of each solution
13.2.2.6 Determine appropriate action
13.2.2.7 Evaluate results

Unit 13: Employability Skills
Subunit 13.3: Work Ethic

Competency 13.3.1: Evaluate the relationship of self-esteem to work ethic

Competency Builders:

13.3.1.1 Identify special characteristics and abilities in self and others
13.3.1.2 Identify internal and external factors that affect self-esteem

Competency 13.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace

Competency Builders:

13.3.2.1 Distinguish between values and goals
13.3.2.2 Determine the importance of values and goals
13.3.2.3 Evaluate how values affect goals
13.3.2.4 Identify short-term and long-term goals
13.3.2.5 Prioritize personal goals
13.3.2.6 Describe how personal values are reflected in work ethic
13.3.2.7 Describe how interactions in the workplace affect personal work ethic
13.3.2.8 Examine how life changes affect personal work ethic

Competency 13.3.3: Demonstrate work ethic

Competency Builders:

13.3.3.1 Examine factors that influence work ethic
13.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

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Unit 13: Employability Skills
Subunit 13.4: Job-Seeking Skills

Competency 13.4.1: Prepare for employment

Competency Builders:

13.4.1.1 Identify traditional and nontraditional employment sources
13.4.1.2 Utilize employment sources
13.4.1.3 Research job opportunities, including nontraditional careers
13.4.1.4 Interpret equal employment opportunity laws
13.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
13.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

Competency 13.4.2: Design a résumé

Competency Builders:

13.4.2.1 Identify personal strengths and weaknesses
13.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
13.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
13.4.2.4 Complete résumé using various formats
13.4.2.5 Secure references

Competency 13.4.3: Complete and process job application forms

Competency Builders:

13.4.3.1 Explain the importance of an application form
13.4.3.2 Identify ways to obtain job application forms
13.4.3.3 Describe methods for handling illegal questions on job application forms
13.4.3.4 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
13.4.3.5 Return application to proper person, request interview, and follow up

Competency 13.4.4: Demonstrate interviewing skills

Competency Builders:

13.4.4.1 Investigate interview environment and procedures
13.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
13.4.4.3 Demonstrate question and answer techniques
13.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

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Competency 13.4.5: Secure employment

Competency Builders:

13.4.5.1 Identify present and future employment opportunities within an occupation/organization
13.4.5.2 Research the organization/company
13.4.5.3 Use follow-up techniques to enhance employment potential
13.4.5.4 Compare and evaluate job offers

Unit 13: Employability Skills
Subunit 13.5: Job Retention Skills

Competency 13.5.1: Analyze the organizational structure of the workplace

Competency Builders:

13.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
13.5.1.2 Be aware of and obey all company policies and procedures
13.5.1.3 Examine the role/relationship between employee and employer
13.5.1.4 Recognize opportunities for advancement and reasons for termination

Competency 13.5.2: Maintain positive relations with others

Competency Builders:

13.5.2.1 Exhibit appropriate work habits and attitude
13.5.2.2 Identify behaviors to establish successful working relationships
13.5.2.3 Cooperate and compromise through teamwork and group participation
13.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

Unit 13: Employability Skills
Subunit 13.6: Job Advancement

Competency 13.6.1: Analyze opportunities for personal and career growth

Competency Builders:

13.6.1.1 Determine opportunities within an occupation/organization
13.6.1.2 Compare and contrast other opportunities
13.6.1.3 List benefits of job advancement
13.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

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Competency 13.6.2: Exhibit characteristics needed for advancement

Competency Builders:

13.6.2.1 Display a positive attitude
13.6.2.2 Demonstrate knowledge of a position
13.6.2.3 Perform quality work
13.6.2.4 Adapt to changing situations and technology
13.6.2.5 Demonstrate capability for different positions
13.6.2.6 Participate in continuing education/training programs
13.6.2.7 Respect, accept, and work with ALL individuals in the workplace

Unit 13: Employability Skills
Subunit 13.7: Technology in the Workplace

Competency 13.7.1: Assess the impact of technology in the workplace

Competency Builders:

13.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
13.7.1.2 Investigate the use of technology in the workplace
13.7.1.3 Analyze how present skills can be applied to learning new technologies

Competency 13.7.2: Use a variety of technological applications

Competency Builders:

13.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
13.7.2.2 Use technology to accomplish assigned tasks
13.7.2.3 Create solutions to problems using technical means

Unit 13: Employability Skills
Subunit 13.8: Lifelong Learning

Competency 13.8.1: Apply lifelong learning to individual situations

Competency Builders:

13.8.1.1 Define lifelong learning
13.8.1.2 Identify factors that cause the need for lifelong learning

Competency 13.8.2: Adapt to change

Competency Builders:

13.8.2.1 Analyze the effects of change
13.8.2.2 Identify reasons why goals change
13.8.2.3 Describe the importance of flexibility when reevaluating goals
13.8.2.4 Evaluate the need for continuing education/training

Unit 13: Employability Skills
Subunit 13.9: Economic Education

Competency 13.9.1: Analyze global enterprise system

Competency Builders:

13.9.1.1 Identify characteristics of various enterprise systems
13.9.1.2 Examine the relationship between competition, risk, and profit
13.9.1.3 Illustrate how supply and demand influence price

Competency 13.9.2: Evaluate personal money management

Competency Builders:

13.9.2.1 Describe the need for personal management records
13.9.2.2 Identify methods of taxation
13.9.2.3 Analyze how credit affects financial security
13.9.2.4 Compare types and methods of investments
13.9.2.5 Prepare a personal budget
13.9.2.6 Be an informed and responsible consumer
13.9.2.7 Analyze the effects of advertising on the consumer

Unit 13: Employability Skills
Subunit 13.10: Balancing Work and Family

Competency 13.10.1: Analyze the effects of family on work

Competency Builders:

13.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
13.10.1.2 Identify present and future family structures and responsibilities
13.10.1.3 Describe personal and family roles
13.10.1.4 Analyze concerns of working parent(s)
13.10.1.5 Examine how family responsibilities can conflict with work
13.10.1.6 Resolve family-related conflicts
13.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

Competency 13.10.2: Analyze the effects of work on family

Competency Builders:

13.10.2.1 Identify responsibilities associated with paid and nonpaid work
13.10.2.2 Compare the advantages and disadvantages of multiple incomes
13.10.2.3 Explain how work can conflict with family responsibilities
13.10.2.4 Explain how work-related stress can affect families
13.10.2.5 Identify family support systems and resources

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Unit 13: Employability Skills
Subunit 13.11: Citizenship in the Workplace

Competency 13.11.1: Exercise the rights and responsibilities of citizenship in the workplace

Competency Builders:

13.11.1.1 Identify the basic rights and responsibilities of citizenship
13.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

Competency 13.11.2: Cooperate with others in the workplace

Competency Builders:

13.11.2.1 Identify situations in which compromise is necessary
13.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
13.11.2.3 Demonstrate initiative to facilitate cooperation
13.11.2.4 Give and receive constructive criticism to enhance cooperation

Unit 13: Employability Skills
Subunit 13.12: Leadership

Competency 13.12.1: Evaluate leadership styles appropriate for the workplace

Competency Builders:

13.12.1.1 Identify characteristics of effective leaders
13.12.1.2 Compare leadership styles
13.12.1.3 Demonstrate effective delegation skills
13.12.1.4 Identify opportunities to lead in the workplace

Competency 13.12.2: Demonstrate effective teamwork skills

Competency Builders:

13.12.2.1 Identify the responsibilities of a valuable group member
13.12.2.2 Exhibit open-mindedness
13.12.2.3 Identify methods of involving each member of a team
13.12.2.4 Contribute to the efficiency and success of a group
13.12.2.5 Determine ways to motivate others

Competency 13.12.3: Utilize effective communication skills

Competency Builders:

13.12.3.1 Identify the importance of listening
13.12.3.2 Demonstrate assertive communication
13.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
13.12.3.4 Analyze written material
13.12.3.5 Prepare written material
13.12.3.6 Give and receive feedback
13.12.3.7 Articulate thoughts
13.12.3.8 Use appropriate language

Unit 13: Employability Skills

Subunit 13.13: Entrepreneurship

Competency 13.13.1: Evaluate the role of small business in the economy

Competency Builders:

13.13.1.1 Identify the benefits of small business to a community
13.13.1.2 Analyze opportunities for small business in a community

Competency 13.13.2: Examine considerations of starting a business

Competency Builders:

13.13.2.1 Research a business idea
13.13.2.2 Compare various ways to become a small business owner
13.13.2.3 Investigate factors to consider in financing a new business
13.13.2.4 Evaluate entrepreneurship as a career option

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